Element Type 46: SS7 STP Global Title Translations "A Link" Only – (Install)

Definition: SS7 signaling network dialed digit translation to Point Code capability. See technical description for details.

Objective: Establish an SS7 STP Global Title Translation.

Environment:

Key Drivers of Cost:
Variable Input
- Labor Rate
- Variable Overhead
- Fallout

Work Value Input
- Manual Work Step Times

High Level Process Overview:

Transmission Type: Analog _ Digital _.
Unbundled Loop: Yes x No __.
Examples of service used on this element type:

Time Estimates: Activity times are based on estimates by a panel of Subject Matter Experts.

Sample Output: See Attachment B

Detailed Work Activities: See Attachment C

Detailed Work Activity Descriptions:

Technical Description:

Once the MTP translations are accomplished in the existing SS7 local elements, additional levels of translation can be employed. Global Title Translations (GTT) utilize the Signaling Connection Control Part (SCCP) of the SS7 protocol stack to enhance the services of the MTP. The addressing capability of MTP is limited to delivering a message to a node, as described above. SCCP supplements this capability by providing an addressing capability that uses DPCs plus Subsystem Numbers (SSNs). The SSN is local addressing information used by SCCP to identify each of the SCCP users at a node. Another addressing enhancement to MTP provided by SCCP is the ability to address messages with Global Titles, which are addresses, such as dialed digits, that do not explicitly contain information usable for routing by MTP. For Global Titles a translation capability is required in SCCP to translate the Global Title to a DPC + SSN. This translation function is commonly known as the Global Title Translation (GTT).

GTTs can be used in two forms. The Final global title translation (FGTT) or the Intermediate global title translation (IGTT). The FGTT results in the message being directed to the DPC + SSN of the final destination where service resides. The IGTT, however, results in the message being directed to a DPC of an intermediate signaling point. An example of an IGTT message might be between non-local networks. If a message originates at a SSP in one SS7 network destined for a SCP in another SS7 network, the originating network would direct the message to the destination network's gateway STP. This is the IGTT. The destination network's STP would perform a FGTT and route the message to the correct SCP within their SS7 network. Delivering messages in this manner allows for the segregation of routing administration between networks and re-engineering of services on the destination SCP.

The Global Title Translation (GTT) is a function performed at an STP that translates on digits passed along within the protocol from the LDS switch (SSP). The outcome of the GTT activity is the address (Point Code and Sub-System Number (PC + SSN) of the of the SCP where the service resides. Once the GTT is complete and the PC + SSN is determined the STP performs a lookup in the PC to Link-set table to determine the correct link-set to send the message on it's way to the SCP that contains that service application (SSN).

Rationale for $0.00 NRC for D Links:
Some ILECs modeled NRCs for Signaling Point Code Translations ("SPC") and Global Title Translations ("GTT'). The reason that New Entrants should oppose this NRC because in today's environment no ILEC (including SWBT) charges another ILEC, Independent Telephone Company ("ICO"), or an IXC (including AT&T and MCI) for SPC or GTT translations because every STP has to know how to route the call to a new switch or NPA, NXX, (the way in which a particular SS7 network provider establishes it's network routing is implementation sensitive. What me mean by this is that a SS7 network may chose to do GTT at their STPs where another may chose to have the SCP perform the GTT function and/or for one service the STP could perform GTT functionality and for another service the SCP could perform the GTT function within the same providers network) then a new LDS Common Language Location Identifier ("CLLI") is brought on line anywhere in the country. This is a common good for all of the industry and the customers they serve, otherwise customer A would not be able to call customer B just because B was cut over to a new ILEC switch, obtained a new NXX, or NPA. This is standard practice, business as usual in the telecommunications environment.
At the St. Louis Missouri Deposition Proceedings held on August 5th and 6th NRC workshop, SWBT admitted that GTT and Point Code translations are business as usual in today's environment and is carried out for routing calls to other RBOCs, ICOs, and IXCs every time a new switch is brought on line, and/or new NXXs and NPAs are added. In addition, the CLLI and SPC information are available for connection related (Trunk Groups between carriers) service, however the SCCP (connectionless services) SPC + SSN are typically unknown by another carrier and Intermediate Global Title Translation (IGTT) and Final Global Title Translation (FGTT) are used to traverse the SS7 network gateway STPs. As is a practical matter, when a given SS7 provider may need to re-engineer or balance it's SS7 network by moving service applications on SCPs to other locations within their SS7 network, they will benefit from the use of IGTT and FGTT.)

Installation for A Link Only
- Pull and analyze order
- Services - GTT translation (input into SEAS)
- Close order

Fallout:
It is assumed that fallout of the order will occur 2% of the time to the SCC. The activities include the following:
- Pull and analyze the order
- Resolve fallout

Element Type 47: SS7 STP Global Title Translations "A Link" Only- (Disconnect)

Definition: SS7 signaling network dialed digit translation to Point Code capability. See technical description for details.

Objective: Delete an SS7 STP Global Title Translation

Environment:

Key Drivers of Cost:
Variable Input
- Labor Rate
- Variable Overhead
- Fallout

Work Value Input
- Manual Work Step Times

High Level Process Overview:

Transmission Type: Analog _ Digital _.
Unbundled Loop: Yes x No __.
Examples of service used on this element type:

Time Estimates: Activity times are based on estimates by a panel of Subject Matter Experts.

Sample Output: See Attachment B

Detailed Work Activities: See Attachment C

Detailed Work Activity Descriptions:

Technical Description:
Once the MTP translations are accomplished in the existing SS7 local elements, additional levels of translation can be employed. Global Title Translations (GTT) utilize the Signaling Connection Control Part (SCCP) of the SS7 protocol stack to enhance the services of the MTP. The addressing capability of MTP is limited to delivering a message to a node, as described above. SCCP supplements this capability by providing an addressing capability that uses DPCs plus Subsystem Numbers (SSNs). The SSN is local addressing information used by SCCP to identify each of the SCCP users at a node. Another addressing enhancement to MTP provided by SCCP is the ability to address messages with Global Titles, which are addresses, such as dialed digits, that do not explicitly contain information usable for routing by MTP. For Global Titles a translation capability is required in SCCP to translate the Global Title to a DPC + SSN. This translation function is commonly known as the Global Title Translation (GTT).

GTTs can be used in two forms. The Final global title translation (FGTT) or the Intermediate global title translation (IGTT). The FGTT results in the message being directed to the DPC + SSN of the final destination where service resides. The IGTT, however, results in the message being directed to a DPC of an intermediate signaling point. An example of an IGTT message might be between non-local networks. If a message originates at a SSP in one SS7 network destined for a SCP in another SS7 network, the originating network would direct the message to the destination network's gateway STP. This is the IGTT. The destination network's STP would perform a FGTT and route the message to the correct SCP within their SS7 network. Delivering messages in this manner allows for the segregation of routing administration between networks and re-engineering of services on the destination SCP.

The Global Title Translation (GTT) is a function performed at an STP that translates on digits passed along within the protocol from the LDS switch (SSP). The outcome of the GTT activity is the address (Point Code and Sub-System Number (PC + SSN) of the of the SCP where the service resides. Once the GTT is complete and the PC + SSN is determined the STP performs a lookup in the PC to Link-set table to determine the correct link-set to send the message on it's way to the SCP that contains that service application (SSN).

Rationale for $0.00 NRC for D Links:
Some ILECs modeled NRCs for Signaling Point Code Translations ("SPC") and Global Title Translations ("GTT"). The reason that New Entrants should oppose this NRC because in today's environment no ILEC (including SWBT) charges another ILEC, Independent Telephone Company ("ICO"), or an IXC (including AT&T and MCI) for SPC or GTT translations because every STP has to know how to route the call to a new switch or NPA, NXX, (the way in which a particular SS7 network provider establishes it's network routing is implementation sensitive. What me mean by this is that a SS7 network may chose to do GTT at their STPs where another may chose to have the SCP perform the GTT function and/or for one service the STP could perform GTT functionality and for another service the SCP could perform the GTT function within the same providers network) then a new LDS Common Language Location Identifier ("CLLI") is brought on line anywhere in the country. This is a common good for all of the industry and the customers they serve, otherwise customer A would not be able to call customer B just because B was cut over to a new ILEC switch, obtained a new NXX, or NPA. This is standard practice, business as usual in the telecommunications environment.
At the St. Louis Missouri Deposition Proceedings held on August 5th and 6th NRC workshop, SWBT admitted that GTT and Point Code translations are business as usual in today's environment and is carried out for routing calls to other RBOCs, ICOs, and IXCs every time a new switch is brought on line, and/or new NXXs and NPAs are added. In addition, the CLLI and SPC information are available for connection related (Trunk Groups between carriers) service, however the SCCP (connectionless services) SPC + SSN are typically unknown by another carrier and Intermediate Global Title Translation (IGTT) and Final Global Title Translation (FGTT) are used to traverse the SS7 network gateway STPs. As is a practical matter, when a given SS7 provider may need to re-engineer or balance it's SS7 network by moving service applications on SCPs to other locations within their SS7 network, they will benefit from the use of IGTT & FGTT.)

Disconnect/Deletion for A Links Only
- Pull and analyze order
- Services - GTT translations input into SEAS/NET PILOT
- Close order

Fallout:
It is assumed that fallout of the order will occur 2% of the time to the SCC. The activities include the following:
- Pull and analyze the order
- Resolve fallout

Element Type 48: SS7 STP Message Transfer Part (MTP) "A Link" Only – STP Port (Install)

Definition: SS7 signaling network Message Transfer Part (MTP) Point Code (PC) addressing capability. See technical description for details.

Objective: Establish an SS7 STP Message Transfer Part (MTP) translation.

Environment:

Key Drivers of Cost:
Variable Input
- Labor Rate
- Variable Overhead
- Fallout

Work Value Input
- Manual Work Step Times

High Level Process Overview:

Transmission Type: Analog _ Digital _.
Unbundled Loop: Yes x No __.
Examples of service used on this element type:

Time Estimates: Activity times are based on estimates by a panel of Subject Matter Experts.

Sample Output: See Attachment B

Detailed Work Activities: See Attachment C

Detailed Work Activity Descriptions:

Technical Description:
The Signaling System 7 (SS7) network is designed to transport SS7 messages between various SS7 network elements and between SS7 networks. Each SS7 network element is identified by a unique name known as a Point Code (PC). Destination Point Code (DPC) is a routing code assigned to every signaling point in the SS7 network and is the address for a signaling node. With a known destination point code, the SS7 network can route messages to a node based on its point code (this is commonly referred to as MTP level routing within the SS7 protocol). In SS7 protocol terms, a given PC is either the Destination address (DPC) or the Origination address (OPC) when transporting a message from element to element in the SS7 network or between SS7 networks. The OPC and DPC are an integral fields of the Message Transfer Part (MTP), the first three levels of the SS7 protocol. All SS7 messages employ MTP level routing based on the Destination Point Code to reach the correct SS7 network element. The overall purpose of MTP is to provide a reliable transfer and delivery of signaling information across the signaling network.

When establishing MTP routing, there are two distinct signaling point types, the signaling end point (i.e., SSPs and SCPs) and the signaling switch (the STP). When a new SS7 network element is added to a SS7 network for the first time, it is given a PC that is assigned to that local network and that is also assigned to a specific mated pair of STPs in that local network. It is "A" link connected to that mated pair of STPs and the "A" links are added to a Linkset table within the STPs. At that time the MTP routing required for messages from existing SS7 elements to that new PC in the local network must be built. The MTP routing consists of determining the correct PC-to-Linkset assignment being made at each existing

STP. In other words, when the new signaling end point is determined to be the DPC of a given message, the correct Linkset must be selected to send the message toward the new signaling end point.

Rationale for $0.00 NRC for D Links:
Some ILECs modeled NRCs for Signaling Point Code Translations ("SPC") and Global Title Translations ("GTT'). The reason that New Entrants should oppose this NRC because in today's environment no ILEC (including SWBT) charges another ILEC, Independent Telephone Company ("ICO"), or an IXC (including AT&T and MCI) for SPC or GTT translations because every STP has to know how to route the call to a new switch or NPA, NXX, (the way in which a particular SS7 network provider establishes it's network routing is implementation sensitive. What me mean by this is that a SS7 network may chose to do GTT at their STPs where another may chose to have the SCP perform the GTT function and/or for one service the STP could perform GTT functionality and for another service the SCP could perform the GTT function within the same providers network) then a new LDS Common Language Location Identifier ("CLLI") is brought on line anywhere in the country. This is a common good for all of the industry and the customers they serve, otherwise customer A would not be able to call customer B just because B was cut over to a new ILEC switch, obtained a new NXX, or NPA. This is standard practice, business as usual in the telecommunications environment.
At the St. Louis Missouri Deposition Proceedings held on August 5th and 6th NRC workshop, SWBT admitted that GTT and Point Code translations are business as usual in today's environment and is carried out for routing calls to other RBOCs, ICOs, and IXCs every time a new switch is brought on line, and/or new NXXs and NPAs are added. In addition, the CLLI and SPC information are available for connection related (Trunk Groups between carriers) service, however the SCCP (connectionless services) SPC + SSN are typically unknown by another carrier and Intermediate Global Title Translation (IGTT) and Final Global Title Translation (FGTT) are used to traverse the SS7 network gateway STPs. As is a practical matter, when a given SS7 provider may need to re-engineer or balance it's SS7 network by moving service applications on SCPs to other locations within their SS7 network, they will benefit from the use of IGTT and FGTT.)

Installation for A Links Only
- Pull and analyze order
- MTP point code to link set translations
- Use of SEAS/Net Pilot OSS
- Translations to perform diagnostics and place in available and in-service state
- Close order

Fallout:
It is assumed that fallout of the order will occur 2% of the time to the SCC. The activities include the following:
- Pull and analyze the order
- Resolve fallout

Element Type 49: SS7 STP Message Transfer Part (MTP) "A Link" Only- STP Port (Disconnect)

Definition: SS7 signaling network Message Transfer Part (MTP) Point Code (PC) addressing capability. See technical description for details.

Objective: Delete an SS7 STP Message Transfer Part (MTP) translation.

Environment:

Key Drivers of Cost:
Variable Input
- Labor Rate
- Variable Overhead
- Fallout

Work Value Input
- Manual Work Step Times

High Level Process Overview:

Transmission Type: Analog _ Digital _.
Unbundled Loop: Yes x No __.
Examples of service used on this element type:

Time Estimates: Activity times are based on estimates by a panel of Subject Matter Experts.

Sample Output: See Attachment B

Detailed Work Activities: See Attachment C

Detailed Work Activity Descriptions:

Technical Description:
The Signaling System 7 (SS7) network is designed to transport SS7 messages between various SS7 network elements and between SS7 networks. Each SS7 network element is identified by a unique name known as a Point Code (PC). Destination Point Code (DPC) is a routing code assigned to every signaling point in the SS7 network and is the address for a signaling node. With a known destination point code, the SS7 network can route messages to a node based on its point code (this is commonly referred to as MTP level routing within the SS7 protocol). In SS7 protocol terms, a given PC is either the Destination address (DPC) or the Origination address (OPC) when transporting a message from element to element in the SS7 network or between SS7 networks. The OPC and DPC are an integral fields of the Message Transfer Part (MTP), the first three levels of the SS7 protocol. All SS7 messages employ MTP level routing based on the Destination Point Code to reach the correct SS7 network element. The overall purpose of MTP is to provide a reliable transfer and delivery of signaling information across the signaling network.

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STP. In other words, when the new signaling end point is determined to be the DPC of a given message, the correct Linkset must be selected to send the message toward the new signaling end point.

Rationale for $0.00 NRC:
Some ILECs modeled NRCs for Signaling Point Code Translations ("SPC") and Global Title Translations ("GTT'). The reason that New Entrants should oppose this NRC because in today's environment no ILEC (including SWBT) charges another ILEC, Independent Telephone Company ("ICO"), or an IXC (including AT&T and MCI) for SPC or GTT translations because every STP has to know how to route the call to a new switch or NPA, NXX, (the way in which a particular SS7 network provider establishes it's network routing is implementation sensitive. What me mean by this is that a SS7 network may chose to do GTT at their STPs where another may chose to have the SCP perform the GTT function and/or for one service the STP could perform GTT functionality and for another service the SCP could perform the GTT function within the same providers network) then a new LDS Common Language Location Identifier ("CLLI") is brought on line anywhere in the country. This is a common good for all of the industry and the customers they serve, otherwise customer A would not be able to call customer B just because B was cut over to a new ILEC switch, obtained a new NXX, or NPA. This is standard practice, business as usual in the telecommunications environment.
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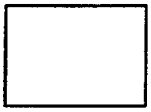
Disconnect/Deletion
- Pull and analyze order
- MTP point code to link set translations
- Use of SEAS/Net Pilot OSS
- Translations to place in an out of service state
- Close order.

Fallout
It is assumed that fallout of the order will occur 2% of the time to the SCC. The activities include the following:
- Pull and analyze the order
- Resolve fallout

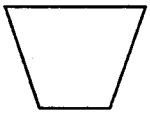
Attachment A

Detailed Level of Documentation

Explanation of Flows

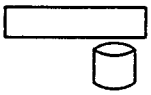


Task performed by a person interacting with a system

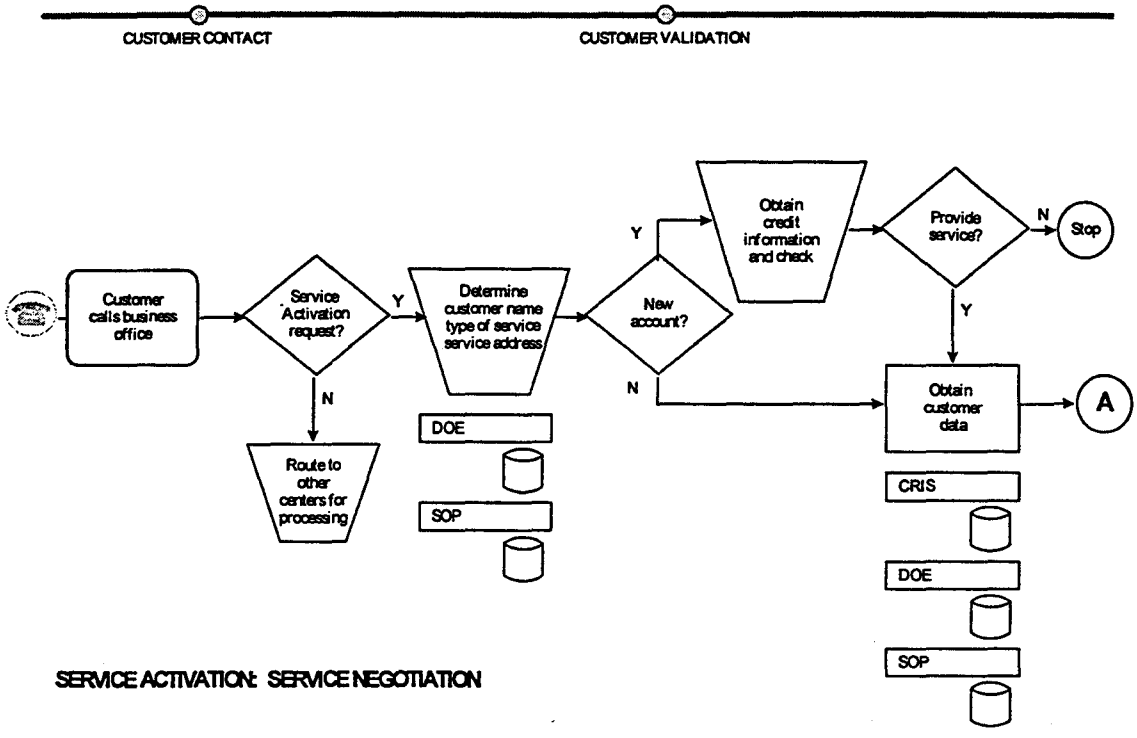


Manual task

Automated task ("flow-through")



System involved in the task



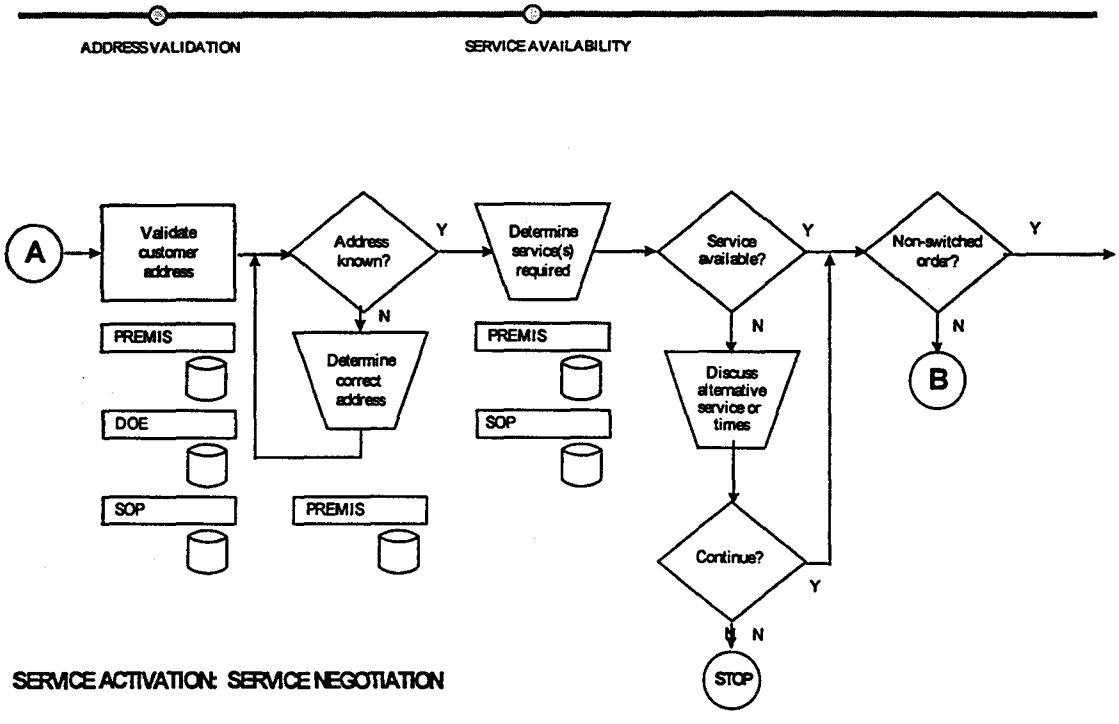
Service Negotiation Process

In the above slide information is taken from the customer and is entered on a Direct Order Entry (DOE) System. The DOE system will allow the user (Business Office) to enter customer data and set up a service order in the Service Order Processor.

When a new customer applies for service, local procedures for credit checking will be invoked. A separate check is made into the Billing system (CRIS) if this is for a existing account and in this case DOE will retrieve customer data, allow the user to modify the account and construct information to be placed in on the service order.

Fallout:
Creating orders without a DOE results in many user input errors. The DOE houses catalog information regarding product and services as well as format instructions for a mechanized service order.
The type of fallout is generally from SOP as when edits that are in the DOE are not performed.
Combinations of USOCs and FID have to be formatted a particular way. If they are not, they will error in the SOP. The DOE will return user errors to the screen for immediate correction.

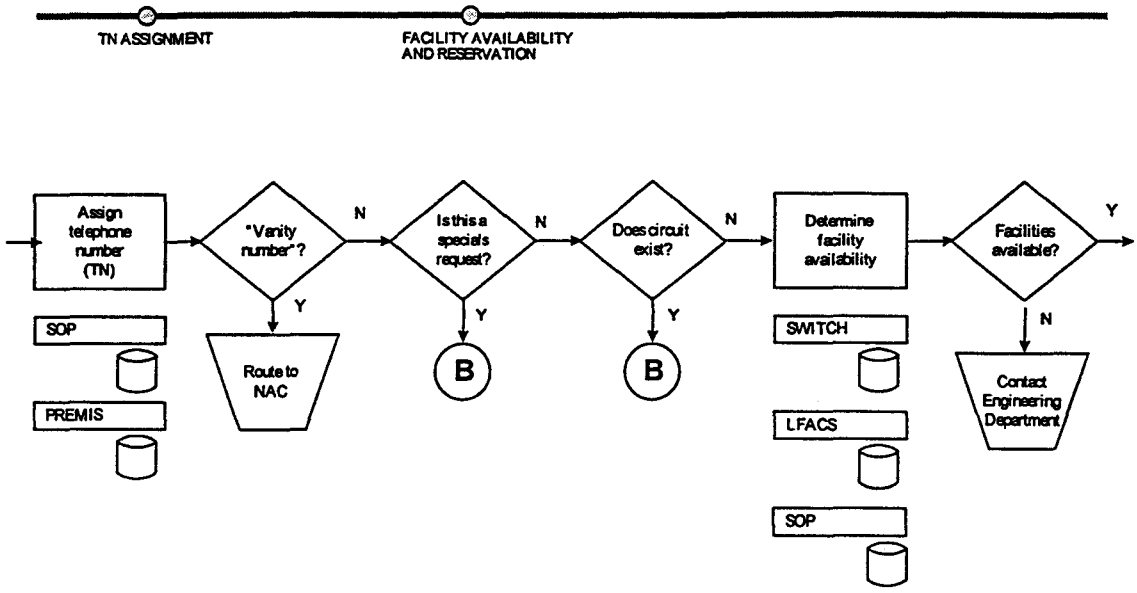
It is the responsibility of the Service Negotiator to resolve DOE/SOP errors.



On this slide, two key operations take place. First the customers Service address is identified. DOE makes a system call to PREMIS from the information that is entered by the user. If the address is not an exact match, similar addresses are returned for the selection by the user. Once the correct address has been established, service availability can be determined.

Fallout:
PREMIS was first designed as a residential Street Address Guide (SAG). It was later used to populate working service information and a repository for Telephone Number selection. Without a DOE, which brings back the data base record, addresses can be missed-typed. Although PREMIS has an indicator for "left-in-place" facilities, it is not widely used nor understood. The addresses that are stored in PREMIS may or may not be the addresses reflected in the Loop Provisioning system (LFACS). LFACS stores addresses independently and only through x-audits can errors be avoided. If Address data is altered in LFACS, changes are not reflected in PREMIS or visa versa.

A forward-looking system from Bellcore, ALOC, combines Address information with facility information on a single platform. It allows the users to select an address and instantly know what types of service can be offered as well as available.

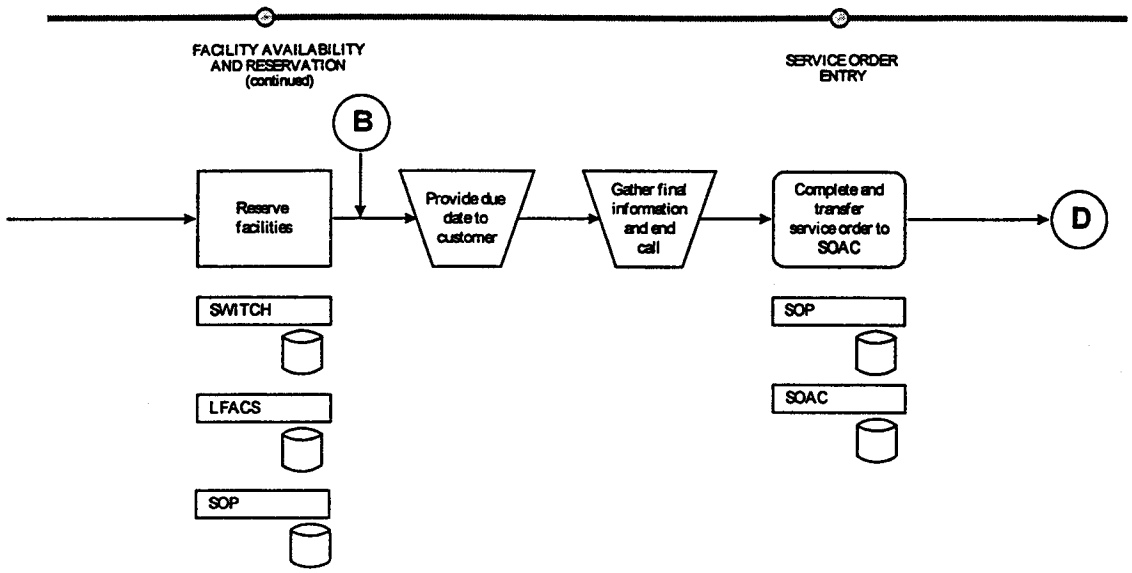


SERVICE ACTIVATION: SERVICE NEGOTIATION

Depending upon the service request, the next step in the Service activation process is for telephone number selection. If this is to establish a new telephony circuit a request for a TN will be sent to PREMIS. If the call is for a special (vanity) telephone number, the call will need to be made to the Network Administration Center (NAC) who ultimately controls all of the available telephone numbers.
Once TN assignment is made, determination is made for a special request. If it is not the process is redirected. When local procedures warrant the process continues through the facility availability and reservation process.

Fallout:
It is user error that will determine the amount of fallout that will occur at this point in the process. As an example, if the wrong address is selected in the previous slide(address validation -PREMIS), the wrong TN will be given to the end user (customer).

When the order is created (next slide) it will be sent to the wrong SOP wire center causing further service delays.
Determining feature availability is not a mechanized process. If this is for special features, calls to the provisioning centers will need to be made.

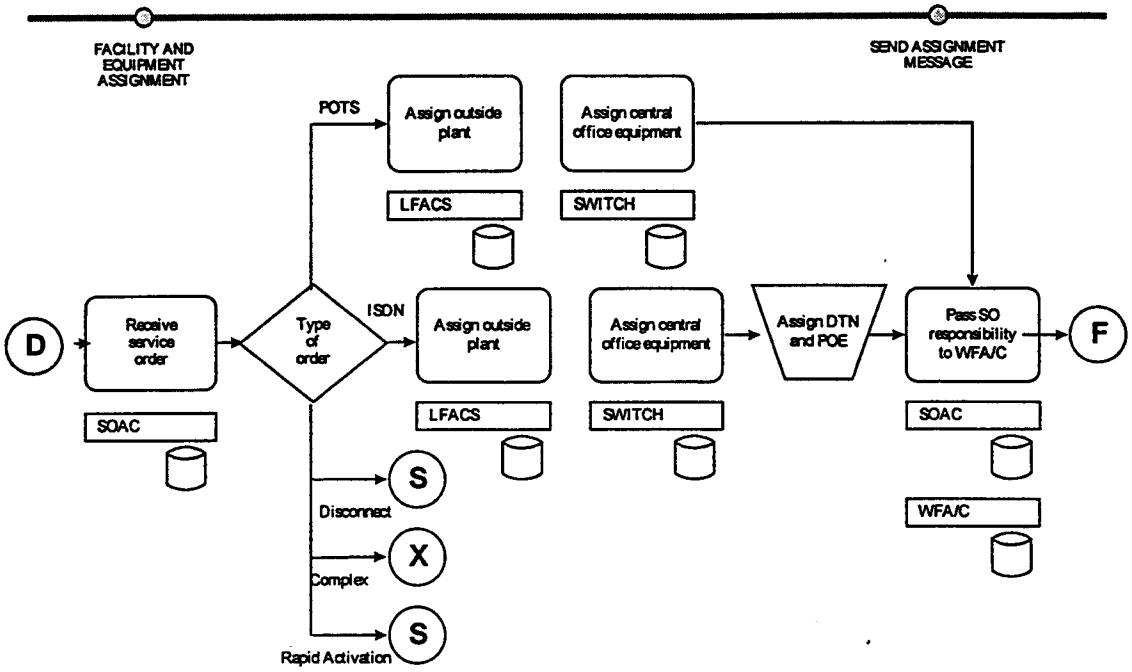


SERVICE ACTIVATION: SERVICE NEGOTIATION

This slide shows from the previous slide that facilities might have to be reserved in special cases (local procedures). Both LFACS and SWITCH have the ability to reserve facilities so that when service orders come from the SOP, reserved facilities will be assigned. Once facilities have been reserved or when process flow has been directed to entry "B" the final negotiations regarding the service due date are discussed with the customer. Once all other information has been processed in DOE, the order is created and delivered to the SOP.

Fallout:
When reserving facilities it is important to reserve the correct type of equipment that is specified. This information has to be relayed to the Assignment personal and manually typed into the LFACS. Lack of a mechanized interface between PREMIS , LFACS, and SWITCH for placing special orders causes service delays.

In a forward-looking architecture these functions would be automated, thereby reducing any chance for errors.

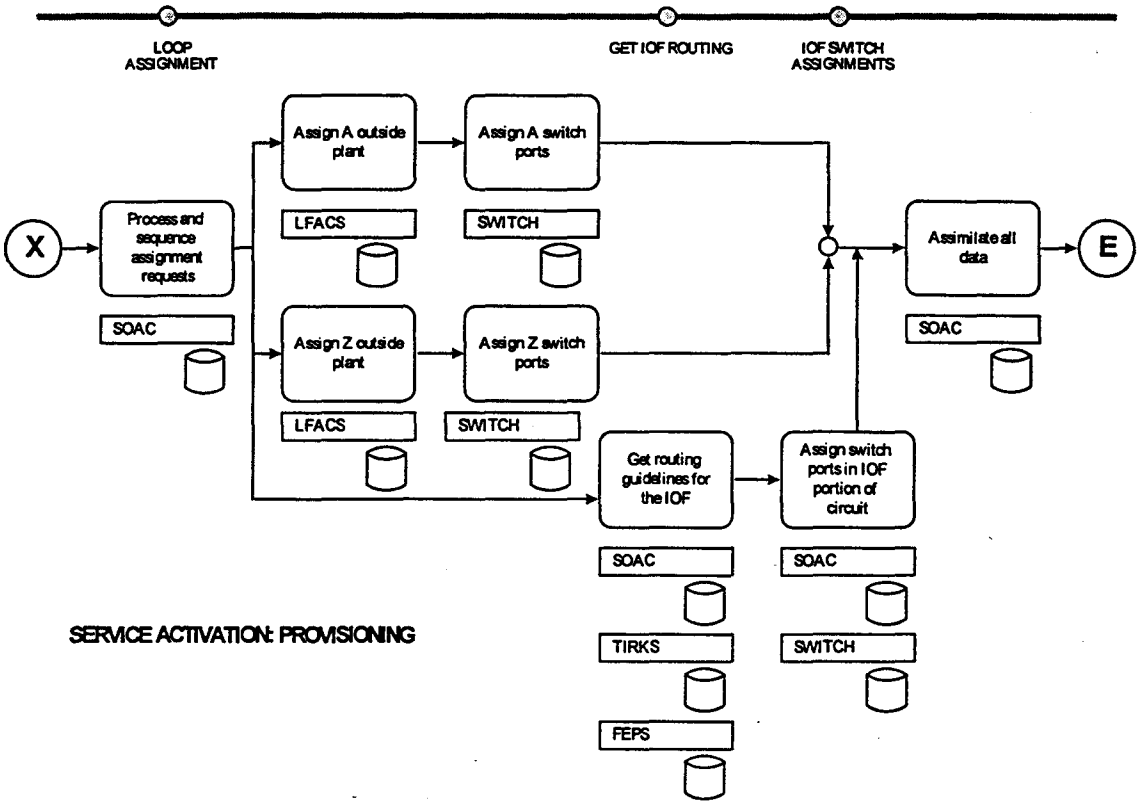


SERVICE ACTIVATION: PROVISIONING

Once the order has been formatted in the SOP, it is sent to SOAC. SOAC will determine the order type and send assignment request to facility data bases (LFACS and SWITCH). In the case of an ISDN assignment the process is altered to assign a DTN and POE. In either case, once assignments have been made, order responsibility and assignments are sent to WFA/C to determine work to be performed.

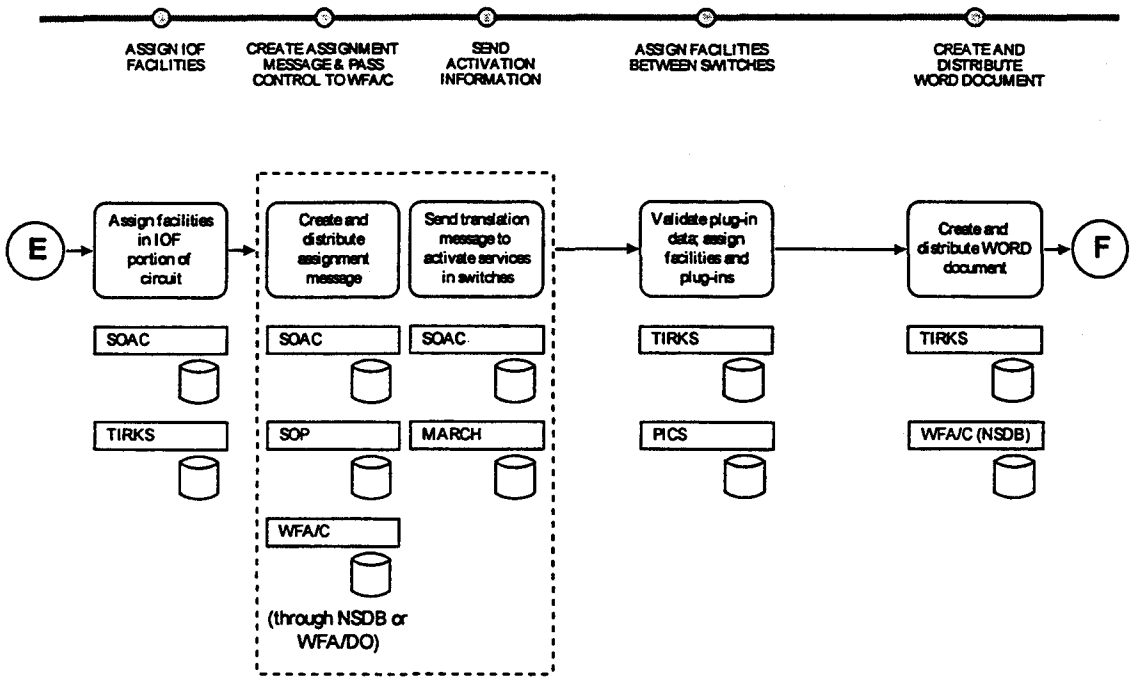
Fallout:
It is critical that inventory be correctly stored in its appropriate data base and that these data bases be synchronized. All inventory fallout can be ascertained to human errors. Additionally, ILECs expect to have a certain amount of manual intervention when it encounters a service request for which no mechanized system process exist. This is extremely rare and costly. In a forward-looking architecture, all new product introductions will be facilitated by system process/work flows prior to the order being issued. All fallout should be directed back to its originator. Systems that are in place today have that capability to do this through output routing tables.

Work centers currently spend much of their time insuring that data bases stay in sync in order to control cost and insure service commitments are kept.



On complex order assignment (i.e., multi wire center) individual assignment requests for the outside plant facilities are made to each of the LFACS wire centers as well as corresponding SWITCH wire centers for central office equipment assignments.
At the time of the initial LFACS request a Planning message is sent to TIRKS making that system aware of an incoming order.

Fallout:
If an ILEC has not taken care to synchronize its databases, fallout will occur at any point along the way. Typical fallout during the assignment process could be the result of bad addresses (not validated in PREMIS) or from new addresses (addresses not in LFACS) or from lack of facilities (LFACS or SWITCH). Other types of fallout can occur at SOAC from a combination of things (USOCs that are coded to manual assistance, or a "MAP" FID, or incorrect formatting of service request) as well as when downstream systems are unavailable (system troubles).

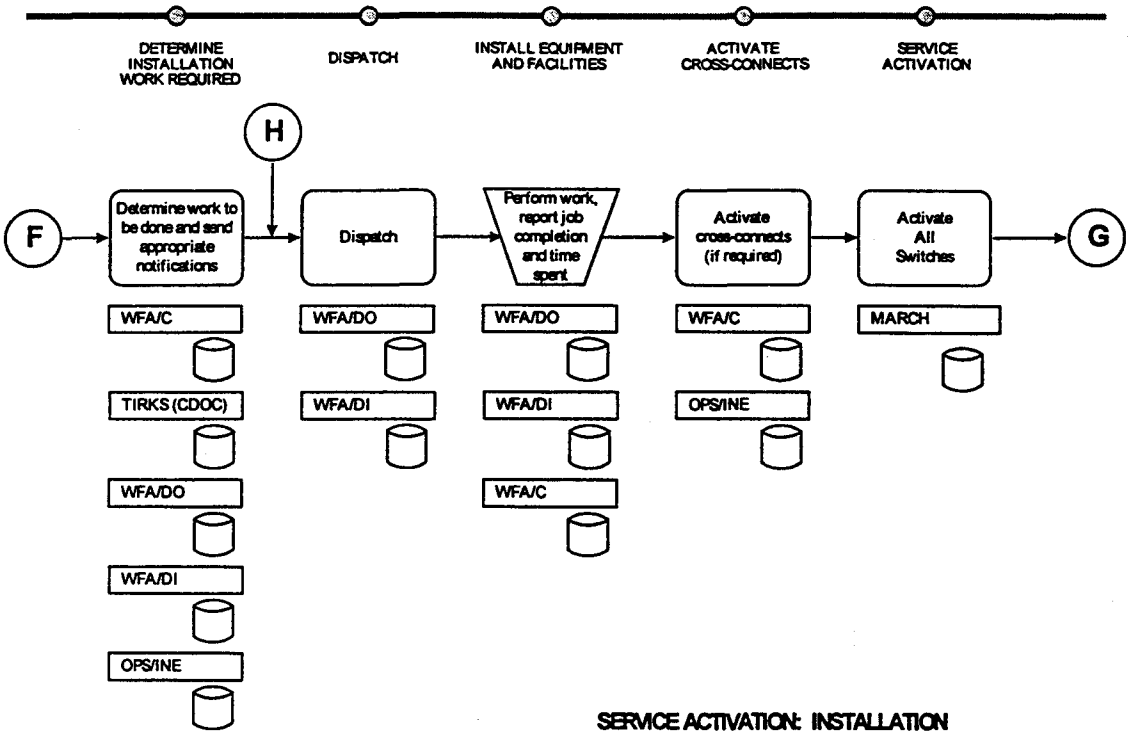


SERVICE ACTIVATION: PROVISIONING

Once the assignment of all interoffice facilities has been made in TIRKS, control of the service order is passed to Work Force Administration / Control (WFA/C) At the same time SOAC creates a message for switch translation and sends it to MARCH. In parallel TIRKS is examining the service order and making assignments for interoffice equipment. Once all equipment and options are assembled, TIRKS creates a work document and distributes it to WFA/C through NSDB.

Fallout:
TIRKS needs to know specific details of the circuit in order to construct a "word document". If planning data (routes / pipes between switches and or network elements) is not correctly inventoried, request for manual assistance will occur. Additionally the MARCH system has tables of USOC and FIDs that it can handle in a flow-through manner. When it encounters a USOC coded for manual assistance, the RCMAC personnel have to manually construct the translation message.

There exist numerous tables in MARCH, SOAC, TIRKS that reflect work instructions to the processor. When properly maintained, they allow flow-through processing to occur. Fallout then becomes deliberate and necessary to prevent service interruptions. Often a customer will request a coordinated installation (equipment vendor to ILEC) when dealing with complex services.

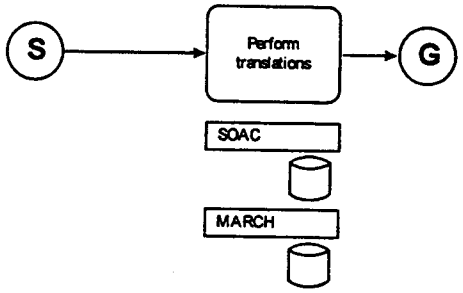


SERVICE ACTIVATION: INSTALLATION

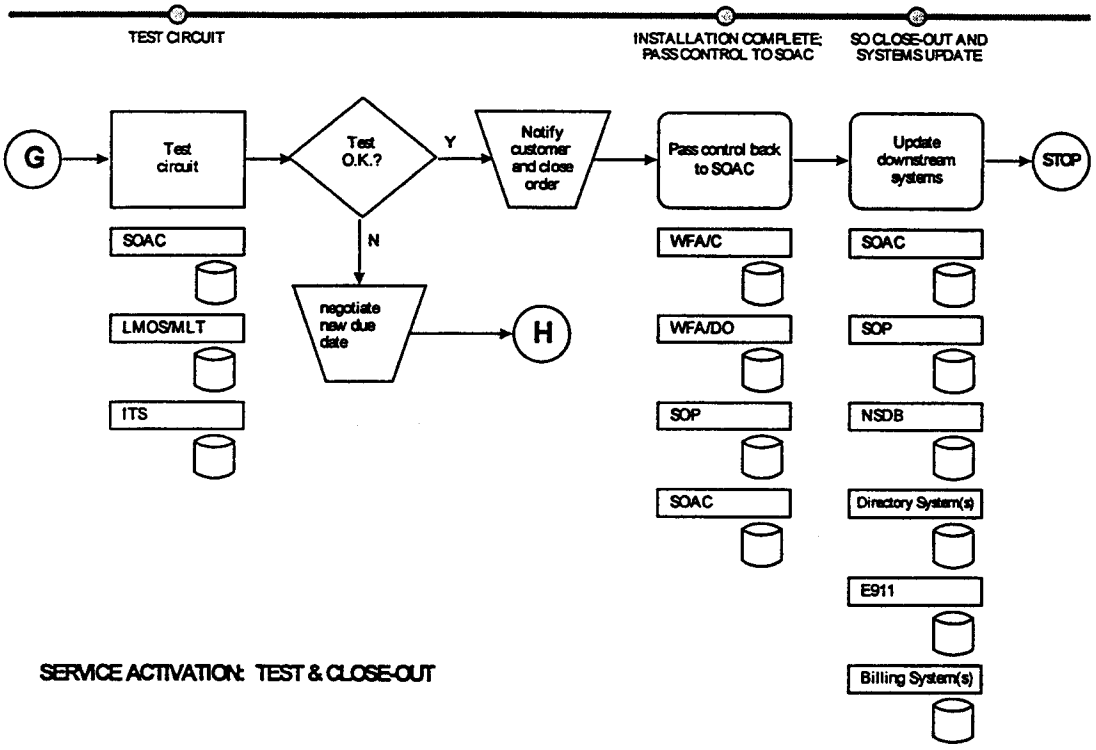
After the assignments have been made, the order is given to the work force administration controllers. It is here that determination of work to be performed is made. Work force administration control passes information to the dispatch processor, WFA/DI for inside work and WFA/DO for outside form. In a TR-303 IDLC loop, SONET or DCS Transport environment, SOAC and via SWITCH will pass information on the electronic cross connect or call reference value (CRV) to OPS/INE through the NSDB (not shown). OPS/INE will then pass the time slot assignment (TSA) or time slot interchange (TSI) cross-connect or CRV information to the Network Element (NE) via TL1 messages. The NE will respond within 2 seconds with an acknowledgment response (OK, ARB, TL, etc) COMPL, DENY, or Error Code (See Bellcore GR-199-CORE of FR-439 OTGR).

Fallout:
If the NE (SONET, DCS, TR-303/IDLC, ADTS, etc.) responds with a DENY and subsequent error code due to the electronic crossconnects already being assigned to another customer or service, the autonomous deny message will be sent to OPS/INE which will then jeopardy the order (fallout/RMA) to the work management (WFA) and SOP systems.

SERVICE ACTIVATION



SERVICE ACTIVATION: RAPID ACTIVATION



SERVICE ACTIVATION: TEST & CLOSE-OUT

Glossary of OSS Terms

COSMOS
The Computer System for Mainframe Operations (COSMOS) assigns and inventories central office equipment to provide effective short jumper frame management, assignment of facilities, and load balance in the switch.

FEPS
The Facility and Equipment Planning System (FEPS) product provides a complete range of mechanized software tools to aid the planning of network facilities and transmission equipment.

LFACS
The Loop Facilities Assignment and Control System (LFACS) is an OSS system which maintains a mechanized inventory of outside plant facilities, (e.g., facility addresses, cables, cable pairs, serving terminals, cross connection devices, loops, etc.). Additionally, it assigns the outside plant facilities to ARs (Assignment Requests) received from SOAC as a result of customer service order activity. LFACS also generates work sheets for cable transfers and re-concentrations. These activities are updated mechanically upon notification of completion.
LFACS and SOAC combined are known as FACS (Facility Assignment and Control System).

MARCH
The MARCH® system provides automated service order flow-through and/or facilitates the translations entry of service request information into end-office switches.

NSDB
The Network and Services Database (NSDB) is an already developed data base product that stores in-effect and pending circuits. This includes POTS circuits, carrier circuits, special services circuits, message trunk circuits and related customer circuit data. NSDB maintains measurement data for installation and maintenance.

OPS INE
The Operations System/Intelligent Network Elements (OPS/INE) system provides remote INE device administration, management of equipment, automated circuit provisioning, and memory administration/restoration of the network elements. These network elements include Digital Cross-Connect Systems (DCS/EDSX), Automated Digital Terminal Systems (ADTS), Digital Loop Carriers (DLC), Fiber in the Loop (FITL) systems., Add/Drop Multiplexers (ADM), and Electronic Digital Cross-Connects (EDSX).

PAWS
Provisioning Analyst Workstation (PAWS) is a system that improves distribution, tracking and resolution of requests for manual assistance (RMAs) and other exceptions in a flow-through Operations System (OS) environment.

PREMIS
Premises Information System (PREMIS) is a stand-alone component of FACS (Facility Assignment and Control System). PREMIS provides interactive support to residence service centers, business service centers, and loop assignment centers.
PREMIS supports service representatives in the following ways:
- Provides address verification.
- Provides information to aid in customer negotiation.

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- Provides information to aid in determining commitment dates.
- Provides information to aid in service order preparation.
- Provides telephone numbers for assignment to customers.
- Provides information on credit record information.
- Provides information on inter-exchange carriers to assist customers in selecting the carrier of their choice.

SOAC

The Service Order Analysis and Control (SOAC) system is the service order controller for the telephony network. SOAC collects service order data and assignment data; processes the data via rules, scripts, and table driven functions; passes selected data to various applications through open interface contracts; and manages the responses and status information regarding the service and assignments requests.

SWITCH

The SWITCH® system is an operations system designed to inventory and assign digital loop transport and central office switching equipment and related facilities.
It allows ILECs to efficiently provision an integrated network that is comprised of digital and/or analog technologies.
The SWITCH® system supports the flow-through assignment of digital and other new technologies/services, and provides interfaces to other provisioning and operations systems. The SWITCH® system assists the ILECs in increasing the automation of their assignment and record keeping functions to better manage and utilize central office equipment, distributing frames, facilities and circuits.

TIRKS

The TIRKS® system is an integrated, computerized system that supports the provisioning process for special service circuits, message trunks, and carrier circuits, as well as providing inventory management of facilities and equipment.
The TIRKS® system supports the full range of transmission technologies:

- SONET, including self-healing rings and other sophisticated SONET configurations
- Digital circuit hierarchy (DS0, DS1, DS3)
- Analog voice circuits
- European digital hierarchy standards (SDH)

The TIRKS® system allows users to automatically log, route, and monitor the progress of work orders, perform end-to-end circuit design based on generic specifications and automated scripts, view and maintain an accurate, up-to-date inventory of all facilities and equipment and their assignments, execute interactive, user-defined queries and generate customized reports of work center activity, critical dates, and jeopardy conditions, interface seamlessly with other operations support systems.

WFA / C

Work and Force Administration (WFA) is an Integrated Work and Force administration System. The WFA system product line manages and automates most of the work assignments required to install and repair client facilities, trunks, special service circuits and business and residential lines. WFA/C is the work assignment and control administration component of the WFA product line.

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The WFA/C system coordinates and tracks the installation and maintenance activities of the entire circuit, from pending status to in-effect status, and provides ready access to detailed circuit records and circuit history.
Provided within this system is the ability to coordinate and generate work activities within the WFA/DI and WFA/DO systems for installation and maintenance processes upon the circuit base supported. Interfaces are also provided to NSDB for circuit information, and to NMA and LMOS (Loop Maintenance Operations System) for trouble report status and coordination, and to the TIRKS system for status of orders.

WFA / DI
WFA/DI manages and automates the assignment and tracking of work orders for technicians who work inside the central offices to install and maintain telephone services. Supported telephone services include special service circuits, message trunks, carrier systems, HI-CAP, SONET, non-designed circuits and POTS services.
WFA/DI receives installation orders from the TIRKS system and maintenance orders from the WFA/Control system, or orders can be entered manually.

WFA / DO
WFA/Dispatch Out (WFA/DO) automates the work assignments of technicians who work outside the Central Offices to install and maintain telephone services. It automates such tasks as loading and prioritizing work requests, estimating the time required to do jobs, and scheduling the work. It provides on-line status tracking of work requests and helps track productivity of a work center for management use.
WFA/DO supports both designed and non-designed circuits, including Plain Old Telephone Service (POTS) circuits and Special Service circuits.

OSS Name	Acronym Definition	Function
CABS	Carrier Access Billing System	IXC Billing
BOSS	Billing, Ordering, and Service System	Customer Service Records
AMA/TPS	Automated Message Accounting/Teleprocessing System (i.e. Billdats)	Billing Data Collection
CAROT	Centralized Automated Remote Office Test	Trunk Testing
CCRS	Customer Control Reconfiguration System	Customer/End User Recent Change for Centrex
CCSN	Customer Control and Service Negotiation	Customer Contact, Call Center (Bus. Off.)
COER	Central Office Engineering Reports	Trunk Forecasting
CONNECTVU/ATP	Automated Trunk Provisioning (ATP)	Recent Change Trunk; Complex LCC, Routing, & Centrex Translations
CRIS	Customer Record Information System	LEC End User Billing System
COSMOS/SWITCH	Computer System for Mainframe Operations	Line Equipment Number, Tie Pair, Office Equipment, etc Assignment and Inventory
FEPS	Facility Engineering Planning System	Facility Planning
EXACT	Exchange Access Control and Tracking System	Log and Distribute ASR/LSR
EADAS	Engineering Acquisition Data and Analysis System	Traffic Data Collection
FAS	Field Access System	Field Testing, Time Reporting, Work Completion, Load and Work Package, etc.
FLEXCOM/LINC	Long Term Integrated Network Controller	End User Customer Control for DSO, DS1, DS3, via DCS
INPLANS	Integrated Network Planning System	Planning and Design for Trunk Facilities
ITS	Integrated Test System	Testing Operation System (TOS) for Special Services
LEIS/LEIM	Loop Equipment Inventory System/Loop Inventory Equipment Module	Loop Inventory/Makeup

LFACS	Loop Facility Assignment Control System	Cable & Pair, Binding Post, etc. Inventory and Assignment
LMOS	Loop Maintenance Operations System	POTS Work Management, Work Completion, Dispatching, Jeopardies, Time Reporting, etc.
MARCH	Memory Administration Recent Change	Line Side Recent Change Switch Translations
MEDIAC	Mediated Access	Customer Gateway to OSS (Electronic Bonding)
MLT	Mechanized Loop Testing	POTS Copper Loop Testing
NMA/F	Network Monitoring and Analysis/Facilities	Fault Management for Facilities and Transport
NMA/S	Network Monitoring and Analysis/Switch	Fault Management for LDS Switches
NSDB	Network Services Data Base	Corporate Data Base for Customer Services, Network Elements, Facilities, etc
NTMOS	Network Traffic Management Operations System	Traffic Performance Management and Controls
PICS	Plug-in Inventory Control System	Inventory of Plug-in equipment, channel units, etc.
OPS/INE	Operations Processor System for Intelligent Network Elements	Recent Change Provisioning for Transmission Network Elements (DCS, SONET ADM, DLC, etc)
PREMIS	Customer DB	Telephone Numbers, line features, customer address, SAG, etc.
RMS-DS1	Remote Measuring System DS1	DS1 Test System
PREDICTOR (ACE/CRAS)	Loop Maintenance System	Loop Performance Monitoring
SARTS	Switched Access Remote Test System	Testing of Private Line Special Services (DS0, DSO/s, DS1, etc)
SNC-2000 EMS	SONET Network Controller Element Management System	Configuration and Fault Management for SONET Add/Drop Multiplexers
SOAC	Service Order Analysis and Control	Service Order Gateway Access
SOPAD (SOP)	Service Order Processor	Service Order Process
TUF	Translator of USOC and FID	Translates USOC and FID Codes

TNM	Total Network Management	Switch Surveillance/Fault Management
TDIL	Testing Data Integration Layer	Testing Operation System for Specials and POTS
TIRKS	Trunk Inventory Record Keeping System	Inventory and Assignment for Services, Equipment, Facilities, etc.
WFA	Work Force Administration - Control, Dispatch In/Out	Work Management, Work Completion, Dispatching, Jeopardies, Time Reporting, etc.

Attachment B

State&Company = New Jersey	Batch Run	Date of Run: 07/27/2000
Inputs	**Selected Values**	**Default Values**
Copper Loop Percentage:	50%	40%
CO Staffed Percentage:	80%	80%
Average Trip Time (in minutes):	20	20
Fallout Percentages		
POTS:	2.0%	2.0%
Complex:	2.0%	2.0%
Number of Work Activities Per Order:	4	4
Setup Time (in minutes):	10	10
Variable Overhead:	6.9%	10.4%
Percentage Dedicated Facilities:	100%	100%
General Labor Rates ($ per hour)		
BDAC	$41.30	$41.30
CDAC	$41.30	$41.30
CPC	$41.75	$41.75
CSC	$44.00	$44.00
FCC	$43.29	$43.29
FMAC	$52.60	$52.60
SS I&M/OSP	$52.60	$52.60
LAC	$41.75	$41.75
NTEC	$52.60	$52.60
RCMAC	$44.00	$44.00
SCC	$52.60	$52.60
SSC	$52.60	$52.60
Splicing Tech	$52.60	$52.60
ICSC	$43.29	$43.29

NJ NRCM 2.2 Run 072700.xls Summary Data of Batch Run 7/27/2000

	New Jersey - NRC Elements	Total Cost
1	POTS / ISDN BRI Migration (TSR)	$ 0.27
2	POTS / ISDN BRI Install (TSR)	$ 0.27
3	POTS / ISDN BRI Migration (UNE Platform)	$ 0.27
4	POTS / ISDN BRI Install (UNE Platform)	$ 0.27
5	POTS / ISDN BRI Disconnect (TSR / UNE Platform)	$ 0.27
6	POTS / ISDN BRI Migration (UNE Loop)	$ 2.77
7	POTS / ISDN BRI Install (UNE Loop)	$ 2.67
8	POTS / ISDN BRI Disconnect (UNE Loop)	$ 2.38
9	Feature Changes	$ 0.27
10	4 Wire Migration (UNE Loop)	$ 23.44
11	4 Wire Install (UNE Loop)	$ 16.42
12	4 Wire Disconnect (UNE Loop)	$ 12.43
13	2 Wire Migration at the FDI	$ 24.86
14	2 Wire Disconnect at the FDI	$ 23.92
15	4 Wire Migration at the FDI	$ 67.02
16	4 Wire Disconnect at the FDI	$ 41.25
17	2 Wire Migration at 6 line NID	$ 46.15
18	Channelized DS1 Virtual Feeder to RT Install	$ 21.10
19	Channelized DS1 Virtual Feeder to RT Disconnect	$ 16.42
20	DS1 Interoffice Transport Install	$ 8.92
21	DS1 Interoffice Transport Disconnect	$ 0.48
22	DS3 Interoffice Transport Install	$ 8.92
23	DS3 Interoffice Transport Disconnect	$ 0.48
24	2 Wire Loop, different CO Migration	$ 24.38
25	2 Wire Loop, different CO Install	$ 9.74
26	2 Wire Loop, different CO Disconnect	$ 8.68
27	4 Wire Loop, different CO Migration	$ 24.85
28	4 Wire Loop, different CO Install	$ 10.32
29	4 Wire Loop, different CO Disconnect	$ 9.86
30	DS1 Loop to Customer Premise Migration	$ 38.44
31	DS1 Loop to Customer Premise Install	$ 28.13
32	DS1 Loop to Customer Premise Disconnect	$ 19.70
33	DS3 Loop to Customer Premise Migration	$ 36.10
34	DS3 Loop to Customer Premise Install	$ 21.10
35	DS3 Loop to Customer Premise Disconnect	$ 11.73
36	Line Port (DS0, Analog, ISLU) Install	$ 2.59
37	Line Port (DS0, Analog, ISLU) Disconnect	$ 2.40
38	Channelized DS1 line port (TR-303-IDT) Install	$ 21.10
39	Channelized DS1 line port (TR-303-IDT) Disconnect	$ 15.48
40	Fiber Cross Connects Install (LGX)	$ 10.31
41	Fiber Disconnect (LGX)	$ 11.25
42	SS7 Links (DS0) Install	$ 27.66
43	SS7 Links (DS0) Disconnect	$ 9.39
44	SS7 Links (DS1) Install	$ 24.85
45	SS7 Links (DS1) Disconnect	$ 7.04
46	SS7 STP global title translations 'A Link' only Install	$ 32.19
47	SS7 STP global title translations 'A Link' only Disconnect	$ 32.19
48	SS7 STP message transfer part 'A Link' only (port) Install	$ 22.82
49	SS7 STP message transfer part 'A Link' only (port) Disconnect	$ 21.88

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
1	POTS / ISDN BRI Migration (TSR)	$ 0.27	<-- with overhead	$ 0.26	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
198	*Fall Out Steps*							
199	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out: Pull and analyze order: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 44.00	$ 0.04
201	Fall Out: Resolve fallout: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 44.00	$ 0.22
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.26

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
2	POTS / ISDN BRI Install (TSR)	$ 0.27	<-- with overhead	$ 0.26	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		50.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		50.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		50.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		50.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
49	Pull and analyze order: FCC; (copper% * (%_Non_Dedicated))	Provisioning	ILEC manual activity	FCC	0.0%	2.50	R	$ -
55	*Travel Time Steps*							
57	Travel time to the central office: CO non staffed, # orders per trip, Copper, %_Non_ Dedicated	Provisioning	ILEC manual activity	FCC	0.0%	20.00	R	$ -
71	*Element Type Detail Steps*							
75	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	0.0%	1.00	R	$ -
77	ILEC MLT test and or ISTF test	Provisioning	CPU Time		50.0%		R	$ -
198	*Fall Out Steps*							
199	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out: Pull and analyze order: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50 $ 44.00		$ 0.04
201	Fall Out: Resolve fallout: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00 $ 44.00		$ 0.22
211	Close order: FCC Copper%*%_Non_Dedicated	Provisioning	ILEC manual activity	FCC	0.0%	1.50	R	$ -
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.26

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
3	POTS / ISDN BRI Migration (UNE Platform)	$ 0.27	<-- with overhead	$ 0.26	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
198	*Fall Out Steps*							
199	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out: Pull and analyze order: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 44.00	$ 0.04
201	Fall Out: Resolve fallout, RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 44.00	$ 0.22
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.26

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
4	POTS / ISDN BRI Install (UNE Platform)	$ 0.27	<-- with overhead	$ 0.26	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		50.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		50.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		50.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		50.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
49	Pull and analyze order: FCC: (copper% * (%_Non_Dedicated))	Provisioning	ILEC manual activity	FCC	0.0%	2.50	R	$ -
55	*Travel Time Steps*							
57	Travel time to the central office: CO non staffed, # orders per trip, Copper, %_Non_ Dedicated	Provisioning	ILEC manual activity	FCC	0.0%	20.00	R	$ -
71	*Element Type Detail Steps*							
75	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	0.0%	1.00	R	$ -
77	ILEC MLT test and or ISTF test	Provisioning	CPU Time		50.0%		R	$ -
198	*Fall Out Steps*							
199	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out: Pull and analyze order: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 44.00	$ 0.04
201	Fall Out: Resolve fallout: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 44.00	$ 0.22
211	Close order: FCC:Copper%*% Non_Dedicated	Provisioning	ILEC manual activity	FCC	0.0%	1.50	R	$ -
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.26

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
13	2 Wire Migration at the FDI	$ 24.86	<-- with overhead	$ 23.26	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
68	Travel time to FDI / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	20.00	$ 52.60	$ 8.77
71	*Element Type Detail Steps*							
101	Setup time / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	10.00	$ 52.60	$ 4.38
102	Perform continuity test for ILEC	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	0.25	$ 52.60	$ 0.22
103	Install cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.00	$ 52.60	$ 1.75
104	Tear down setup / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	10.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
202	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out: Pull and analyze order: LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 41.75	$ 0.03
204	Fall Out: Resolve fallout: LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 41.75	$ 0.21
213	Close order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 23.26

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
6	POTS / ISDN BRI Migration (UNE Loop)	$ 2.77	<-- with overhead	$ 2.59	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		50.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		50.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		50.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		50.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
48	Pull and analyze order: FCC: (copper%)	Provisioning	ILEC manual activity	FCC	50.0%	2.50	$ 43.29	$ 0.90
55	*Travel Time Steps*							
56	Travel time to the central office: CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.5%	20.00	$ 43.29	$ 0.36
71	*Element Type Detail Steps*							
73	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	FCC	50.0%	0.25	$ 43.29	$ 0.09
74	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	50.0%	1.00	$ 43.29	$ 0.36
76	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	FCC	50.0%	0.25	$ 43.29	$ 0.09
82	Install DSO TSI at RT (CPU time)	Provisioning	CPU Time		50.0%		R	$ -
198	*Fall Out Steps*							
202	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out: Pull and analyze order: LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 41.75	$ 0.03
204	Fall Out: Resolve fallout: LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 41.75	$ 0.21
209	*Close Order Steps*							
210	Close order: FCC:Copper%	Provisioning	ILEC manual activity	FCC	50.0%	1.50	$ 43.29	$ 0.54
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 2.59

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
7	POTS / ISDN BRI Install (INE Loop)	$ 2.67	<-- with overhead	$ 2.50	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA			
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
18	SWITCH provides equipment and facility assignments	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		50.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		50.0%	-	R	$ -
34	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		50.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		50.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
48	Pull and analyze order, FCC; (copper%)	Provisioning	ILEC manual activity	FCC	50.0%	2.50	$ 43.29	$ 0.90
55	*Travel Time Steps*							
56	Travel time to the central office: CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.5%	20.00	$ 43.29	$ 0.36
71	*Element Type Detail Steps*							
74	Install cross connect from MDF to CFA appearance	Provisioning	ILEC manual activity	FCC	50.0%	1.00	$ 43.29	$ 0.36
76	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	FCC	50.0%	0.25	$ 43.29	$ 0.09
78	CLEC MLT test and or ISTF test	Provisioning	CPU Time		NA			
82	Install DSO TSI at RT (CPU time)	Provisioning	CPU Time		50.0%		R	$ -
198	*Fall Out Steps*							
202	Fall Out RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out Pull and analyze order, LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 41.75	$ 0.03
204	Fall Out Resolve fallout: LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 41.75	$ 0.21
209	*Close Order Steps*							
210	Close order FCC Copper%	Provisioning	ILEC manual activity	FCC	50.0%	1.50	$ 43.29	$ 0.54
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 2.50

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
8	POTS / ISDN BRI Disconnect (UNE Loop)	$ 2.38	<-- with overhead	$ 2.23	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STARFP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, ICF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
19	SWITCH inventories as spare and shows available for re-assignment (equipment & facility)	Provisioning	SWITCH		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		50.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		50.0%	-	R	$ -
36	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		50.0%	-	R	$ -
38	OPS/INE updates WFA/C	Provisioning	OPS / INE		50.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		50.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
48	Pull and analyze order: FCC: (copper%)	Provisioning	ILEC manual activity	FCC	50.0%	2.50	$ 43.29	$ 0.90
55	*Travel Time Steps*							
56	Travel time to the central office: CO non staffed, # orders per trip, Copper	Provisioning	ILEC manual activity	FCC	2.5%	20.00	$ 43.29	$ 0.36
71	*Element Type Detail Steps*							
79	Remove jumper from MDF	Provisioning	ILEC manual activity	FCC	50.0%	0.50	$ 43.29	$ 0.18
84	Remove DSO TSI at RT (CPU Time)	Provisioning	CPU Time		50.0%		R	$ -
198	*Fall Out Steps*							
202	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out, Pull and analyze order: LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 41.75	$ 0.03
204	Fall Out Resolve fallout: LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 41.75	$ 0.21
209	*Close Order Steps*							
210	Close order FCC Copper%	Provisioning	ILEC manual activity	FCC	50.0%	1.50	$ 43.29	$ 0.54
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 2.23

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
9	Feature Changes	$ 0.27	<-- with overhead	$ 0.26	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
198	*Fall Out Steps*							
199	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
200	Fall Out: Pull and analyze order: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	2.50	$ 44.00	$ 0.04
201	Fall Out: Resolve fallout: RCMAC	Provisioning	ILEC manual activity	RCMAC	2.0%	15.00	$ 44.00	$ 0.22
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 0.26

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
10	4 Wire Migration (UNE Loop)	$ 23.44	<-- with overhead	$ 21.93	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
52	Pull and analyze order: NTEC: (copper%)	Provisioning	ILEC manual activity	NTEC	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
120	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 52.60	$ 13.15
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
125	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 1 four wire jumper)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	$ 52.60	$ 0.88
150	Perform testing (1000 Hz)	Provisioning	ILEC manual activity	SSC	50.0%	1.00	$ 52.60	$ 0.44
156	Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 21.93

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
11	4 Wire Install (UNE Loop)	$ 16.42	<-- with overhead	$ 15.36	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	***Pre Order Steps***							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
41	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
52	Pull and analyze order: NTEC, (copper%)	Provisioning	ILEC manual activity	NTEC	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	***Travel Time Steps***							
61	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	***Element Type Detail Steps***							
82	Install DSO TSI at RT (CPU time)	Provisioning	CPU Time		50.0%		R	$ -
83	NCTE installation & testing	Provisioning	ILEC manual activity	SS IAM OSP	100.0%	2.00	R	$ -
127	Install cross connect MDF (COSMIC-like frame, e.g. punch-down, 2 four wire jumpers)	Provisioning	ILEC manual activity	NTEC	50.0%	4.00	$ 52.60	$ 1.75
146	Install Cross connect (4 wire SMAS, wire wrap)	Provisioning	ILEC manual activity	NTEC	50.0%	6.00	$ 52.60	$ 2.63
150	Perform testing (1000 Hz.)	Provisioning	ILEC manual activity	SSC	50.0%	1.00	$ 52.60	$ 0.44
152	Perform testing (loss, noise, 3-tone slope, loopback, etc)	Provisioning	ILEC manual activity	SSC	50.0%	8.00	$ 52.60	$ 3.51
198	***Fall Out Steps***							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 15.36

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
12	4 Wire Disconnect (UNE Loop)	$ 12.43	<-- with overhead	$ 11.63	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, AI.OC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
30	SOAC delivers equipment and facility information to NSDB	Provisioning	NSDB		50.0%	-	R	$ -
32	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		50.0%	-	R	$ -
36	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		50.0%	-	R	$ -
38	OPS/INE updates WFA/C	Provisioning	OPS / INE		50.0%	-	R	$ -
40	WFA/C updates NSDB	Provisioning	OPS / INE		50.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
44	TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility)	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
52	Pull and analyze order: NTEC: (copper%)	Provisioning	ILEC manual activity	NTEC	50.0%	2.50	$ 52.60	$ 1.10
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
63	Travel time to the central office: CO non staffed/orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	$ 52.60	$ 0.44
64	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	$ 52.60	$ 0.88
71	*Element Type Detail Steps*							
121	Monitor circuit for traffic busy and correct assignment	Provisioning	ILEC manual activity	NTEC	50.0%	1.00	$ 52.60	$ 0.44
123	NTEC contacts SSC to verify valid disconnect	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
153	Remove SMA$ (wire wrap)	Provisioning	ILEC manual activity	NTEC	50.0%	6.00	$ 52.60	$ 2.63
155	Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	$ 52.60	$ 0.88
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
214	Close order: NTEC: Copper%	Provisioning	ILEC manual activity	NTEC	50.0%	1.50	$ 52.60	$ 0.66
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 11.63

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
13	2 Wire Migration at the FDI	$ 24.86	<-- with overhead	$ 23.26	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
27	SOAC delivers recent change translation information	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
29	MARCH updates LDS	Provisioning	MARCH (ASAP for ISDN BRI)		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
68	Travel time to FDI / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	20.00	$ 52.60	$ 8.77
71	*Element Type Detail Steps*							
101	Setup time / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	10.00	$ 52.60	$ 4.38
102	Perform continuity test for ILEC	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	0.25	$ 52.60	$ 0.22
103	Install cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.00	$ 52.60	$ 1.75
104	Tear down setup / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	10.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
202	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out: Pull and analyze order: LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 41.75	$ 0.03
204	Fall Out: Resolve fallout: LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 41.75	$ 0.21
213	Close order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 23.26

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
14	2 Wire Disconnect at the FDI	$ 23.92	<-- with overhead	$ 22.38	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
68	Travel time to FDI / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	20.00	$ 52.60	$ 8.77
71	*Element Type Detail Steps*							
105	Setup time / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 52.60	$ 4.38
106	Perform continuity test for ILEC	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	0.25	$ 52.60	$ 0.22
107	Remove existing cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.00	$ 52.60	$ 0.88
108	Tear down setup / 2 work activities	Provisioning	ILEC manual activity	SS I&M/OSP	50.0%	10.00	$ 52.60	$ 4.38
198	*Fall Out Steps*							
202	Fall Out: RMAs forwarded to PAWS for reconciliation	Provisioning	CPU Time		2.0%		R	$ -
203	Fall Out: Pull and analyze order: LAC	Provisioning	ILEC manual activity	LAC	2.0%	2.50	$ 41.75	$ 0.03
204	Fall Out: Resolve fallout: LAC	Provisioning	ILEC manual activity	LAC	2.0%	15.00	$ 41.75	$ 0.21
213	Close order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M/OSP	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 22.38

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
15	4 Wire Migration at the FDI	$ 67.02	<-- with overhead	$ 62.70	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
3	CLEC requests customer address data, CSR, and appointment from ILEC	Pre-Order	CLEC gateway		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.50	$ 52.60	$ 2.19
53	Pull and analyze order: NTEC	Provisioning	ILEC manual activity	NTEC	100.0%	2.50	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
62	Travel time to the central office: CO non staffed/orders per trip*Copper %: "R"	Provisioning	ILEC manual activity	NTEC	2.5%	20.00	R	$ -
65	Travel time within the staffed central office: CO staffed/#orders per trip*Copper %: "R"	Provisioning	ILEC manual activity	NTEC	10.0%	10.00	R	$ -
69	Travel time to FDI / 1 work activities	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	20.00	$ 52.60	$ 17.53
71	*Element Type Detail Steps*							
110	Negotiate customer release (CLEC to ILEC)	Provisioning	ILEC manual activity	SSC	100.0%	15.00	$ 52.60	$ 13.15
111	Setup time / 1 work activity	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	10.00	$ 52.60	$ 8.77
112	Install cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	4.00	$ 52.60	$ 3.51
113	Tear down setup / 1 work activity	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	10.00	$ 52.60	$ 8.77
114	Remove SMAS (wire wrap)	Provisioning	ILEC manual activity	NTEC	50.0%	6.00	R	$ -
115	Remove cross connect from MDF (Cosmic-like frame, e.g. punch down, 2 four wire)	Provisioning	ILEC manual activity	NTEC	50.0%	2.00	R	$ -
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
213	Close order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	1.50	$ 52.60	$ 1.32
215	Close order: NTEC	Provisioning	ILEC manual activity	NTEC	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 62.70

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
16	4 Wire Disconnect at the FDI	$ 41.25	<-- with overhead	$ 38.59	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.50	$ 52.60	$ 2.19
54	Pull and analyze order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
69	Travel time to FDI / 1 work activities	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	20.00	$ 52.60	$ 17.53
71	*Element Type Detail Steps*							
116	Setup time / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	10.00	$ 52.60	$ 4.38
117	Remove existing cross connect (Binding Post)	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	4.00	$ 52.60	$ 3.51
118	Tear down setup / 2 work activities	Provisioning	ILEC manual activity	SS I&M OSP	50.0%	10.00	$ 52.60	$ 4.38
124	SS I&M OSP contacts SSC to verify valid disconnect	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	1.50	$ 52.60	$ 1.32
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
213	Close order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	1.50	$ 52.60	$ 1.32
216	Close order: SSC	Provisioning	ILEC manual activity	SSC	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 38.59

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
17	2 Wire Migration at 6 line NID	$ 46.15	<-- with overhead	$ 43.18	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
1	*Pre Order Steps*							
2	CLEC customer contact	Pre-Order	CLEC Customer Service Representative		NA	-		
4	ILEC gateway requests address data from Administrative Information System and CSR	Pre-Order	Premis, ALOC, BOSS, CRIS		100.0%	-	R	$ -
5	ILEC gateway formats and returns address, CSR, and appointment data to CLEC	Pre-Order	WFA/FORCE, ACTIVIEW		100.0%	-	R	$ -
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
10	ILEC SOG retrieves CSR data, formats and passes to SOP	Order	BOSS, SOP		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
51	Pull and analyze order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.50	$ 52.60	$ 2.19
70	Travel time to customer premises / 1 work activity	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	20.00	$ 52.60	$ 17.53
71	*Element Type Detail Steps*							
158	Customer contact to gain access	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	3.00	$ 52.60	$ 2.63
159	Setup time / 1 work activity	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	10.00	$ 52.60	$ 8.77
160	Rearrange cross wire at NID	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	2.00	$ 52.60	$ 1.75
161	Perform continuity test (check dial tone and ANI)	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	0.25	$ 52.60	$ 0.22
162	Tear down setup / 1 work activity	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	10.00	$ 52.60	$ 8.77
213	Close order: SS I&M/OSP	Provisioning	ILEC manual activity	SS I&M OSP	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
223	ILEC billing system issues final bill to migrating customer	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 43.18

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
18	Channelized DS1 Virtual Feeder to RT Install	$ 21.10	<-- with overhead	$ 19.74	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
9	CLEC gateway sends LSR to EXACT	Order	CLEC gateway		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
12	EXACT and TUF sends request to SOP	Provisioning	EXACT, TUF		100.0%	-	R	$ -
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
16	LFACS makes OSP assignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
35	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
46	CPU time for NMA for PM data from test	Provisioning	NMA		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
58	Travel time to the central office: CO non staffed, # orders per trip	Provisioning	ILEC manual activity	FMAC	5.0%	20.00	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	*Element Type Detail Steps*							
87	Install DSX cross connect (5 Wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 52.60	$ 8.77
90	CPU time at SONET MUX (DS1)	Provisioning	CPU Time		100.0%		R	$ -
91	CPU time at RT (DS1 TSI)	Provisioning	CPU Time		100.0%		R	$ -
92	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 52.60	$ 4.38
186	Performance monitoring testing	Provisioning	CPU Time		95.0%		R	$ -
188	Retrieve and analyze performance monitoring data	Provisioning	CPU Time		100.0%		R	$ -
190	Intrusive test (ITS)	Provisioning	CPU Time		5.0%		R	$ -
191	CPU time for registers	Provisioning	CPU Time		1.0%		R	$ -
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 19.74

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
19	Channelized DS1 Virtual Feeder to RT Disconnect	$ 16.42	<-- with overhead	$ 15.36	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C) / 60 Cost w/out Overhead ($)
6	***Ordering Steps***							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
11	***Provisioning Processing Steps***							
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
17	LFACS makes OSP spare and available for reassignments, e.g., cable and pair	Provisioning	LFACS		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
37	OPS/INE delivers disconnect message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
44	TIRKS inventories as spare and shows availabl for re-assignment (equipment & facility)	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
47	***Pull and Analyze Order Steps***							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
55	***Travel Time Steps***							
58	Travel time to the central office: CO non staffed, # orders per trip	Provisioning	ILEC manual activity	FMAC	5.0%	20.00	$ 52.60	$ 0.88
67	Travel time within the staffed central office: CO staffed/#orders per trip	Provisioning	ILEC manual activity	FMAC	20.0%	10.00	$ 52.60	$ 1.75
71	***Element Type Detail Steps***							
93	CPU Time at SONET MUX (DS1)	Provisioning	CPU Time		100.0%		R	$ -
94	CPU Time at RT (DS1 TSI)	Provisioning	CPU Time		100.0%		R	$ -
95	Remove DSX cross connect (5 Wire)	Provisioning	ILEC manual activity	FMAC	100.0%	10.00	$ 52.60	$ 8.77
198	***Fall Out Steps***							
205	Fall Out Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
217	***Close Order Provisioning Steps***							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
219	SOAC updates WFA, NSDB, LMOS, BOSS, CRIS, etc.	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	***End of Process Steps***							$ 15.36

NRC #	New Jersey - NRC Elements	Total Cost		Total Cost	
20	DS1 Interoffice Transport Install	$ 8.92	<-- with overhead	$ 8.34	<-- without overhead

SERVICE ORDER PROCESS / NON-RECURRING TYPE MATRIX

1	2	3	4	5	6	7	8	9
ID No.	Process Flow / Activity	Step	System or Action	Work Center	A Probability (%)	B Time (minutes)	C Rate ($/hour)	D = (A x B x C / 60 Cost w/out Overhead ($)
6	*Ordering Steps*							
7	CLEC customer service representative inputs LSR information into LOS	Order	ACTIVIEW		NA			
8	ILEC gateway receives, validates and logs LSR, returns FOC, and passes LSR to SOG	Order	ILEC gateway, STAREP, DOE		100.0%	-	R	$ -
9	CLEC gateway sends LSR to EXACT	Order	CLEC gateway		100.0%	-	R	$ -
11	*Provisioning Processing Steps*							
12	EXACT and TUF sends request to SOP	Provisioning	EXACT, TUF		100.0%	-	R	$ -
13	SOP sends request to SOAC	Provisioning	SOP		100.0%	-	R	$ -
14	SOAC analyzes order, generates assignment requests for OSP, COE, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
20	SOAC receives COE, OSP, IOF, etc.	Provisioning	SOAC		100.0%	-	R	$ -
31	SOAC delivers equipment and facility information to NSDB (100%)	Provisioning	NSDB		100.0%	-	R	$ -
33	NSDB downloads assignments to OPS/INE	Provisioning	OPS / INE		100.0%	-	R	$ -
35	OPS/INE delivers cross connect and equipment provisioning message to INE	Provisioning	OPS / INE		100.0%	-	R	$ -
39	OPS/INE updates WFA/C	Provisioning	OPS / INE		100.0%	-	R	$ -
41	WFA/C updates NSDB	Provisioning	OPS / INE		100.0%	-	R	$ -
42	PICS sends plug-in assignments to TIRKS	Provisioning	PICS		100.0%	-	R	$ -
43	TIRKS provides equipment and facility assignments	Provisioning	TIRKS		100.0%	-	R	$ -
45	TIRKS updates SOAC	Provisioning	SOAC		100.0%	-	R	$ -
46	CPU time for NMA for PM data from test	Provisioning	NMA		100.0%	-	R	$ -
47	*Pull and Analyze Order Steps*							
50	Pull and analyze order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	2.50	$ 52.60	$ 2.19
55	*Travel Time Steps*							
59	Travel time to the central office: CO non staffed. # orders per trip: "R"	Provisioning	ILEC manual activity	FMAC	5.0%	20.00	R	$ -
71	*Element Type Detail Steps*							
178	Install card for DCS	Provisioning	ILEC manual activity	FMAC	25.0%	2.00	R	$ -
179	Install card for SONET MUX (high speed - OC48 to STS1 or DS3)	Provisioning	ILEC manual activity	FMAC	100.0%	2.00	R	$ -
180	Install plug in for low speed DS1 (low speed STS1 to DS1)	Provisioning	ILEC manual activity	FMAC	25.0%	2.00	R	$ -
181	Electronic cross connect on DCS	Provisioning	CPU Time		100.0%		R	$ -
183	Electronic cross connect on low speed DS1 (low speed DS1)	Provisioning	CPU Time		100.0%		R	$ -
185	Perform remote quasi random signaling source (QRSS) test via remote ITS - DTAU	Provisioning	ILEC manual activity	FMAC	100.0%	5.00	$ 52.60	$ 4.38
186	Performance monitoring testing	Provisioning	CPU Time		95.0%		R	$ -
188	Retrieve and analyze performance monitoring data	Provisioning	CPU Time		100.0%		R	$ -
190	Intrusive test (ITS)	Provisioning	CPU Time		5.0%		R	$ -
191	CPU time for registers	Provisioning	CPU Time		1.0%		R	$ -
198	*Fall Out Steps*							
205	Fall Out: Pull and analyze order: CPC	Provisioning	ILEC manual activity	CPC	2.0%	2.50	$ 41.75	$ 0.03
206	Fall Out: Resolve fallout: CPC	Provisioning	ILEC manual activity	CPC	2.0%	30.00	$ 41.75	$ 0.42
209	*Close Order Steps*							
212	Close order: FMAC	Provisioning	ILEC manual activity	FMAC	100.0%	1.50	$ 52.60	$ 1.32
217	*Close Order Provisioning Steps*							
218	SOAC updates SOP	Provisioning	SOAC		100.0%	-	R	$ -
220	SOAC updates WFA, NSDB, and CABS	Provisioning	SOAC		100.0%	-	R	$ -
221	SOP completes LSR	Provisioning	SOP		100.0%	-	R	$ -
222	ILEC gateway notifies CLEC of completed order	Provisioning	ILEC gateway		NA			
224	*End of Process Steps*							$ 8.34